



City of Kansas City, Missouri Job Class Specification

Job Title: AIRPORT SECURITY DISPATCHER **Department:** AVIATION
Job Code: 3312 **Status:** NONEXEMPT **Grade:** L-F

Summary

This is a specialized dispatching position that receives information concerning airport operations and security. This position is responsible for dispatching personnel and maintaining records. Airport Security Monitors are responsible for responding to police-related and other general airport –related communications through the use of various devices (e.g. telephone, radio and computer dispatch devices).

Work involves providing customer service and information on the Airport Information Line. Work also involves communicating with and/or dispatching police officers, maintenance personnel and necessary equipment for the effective resolution of a variety of situations (e.g. emergencies, complaints, police issues, routine service and related requests). Work also involves the recording of pertinent information received on these systems. Work includes operating various technical systems, including but not limited to: VCR recording machines, Closed Circuit Television (CCTV) monitors, alarm and suppression systems, camera pan and tilt controls and various computer information systems.

Duties are normally performed under supervision, however sound judgment and proper use of discretion are required in giving information and interpreting and applying general policies to unusual circumstances. Work is reviewed through observation, conferences and submitted reports.

Duties and Responsibilities

- Operates the police dispatch center. Receives emergency and non-emergency telephone and radio calls, determines appropriate action and dispatches police or other personnel as appropriate to properly respond to the situation.
- Operates CCTV monitors, digital recording equipment, camera pan and tilt controls, access control system, alarm and suppression systems, airport paging system, 800 MHz radios and other computer information units.
- Monitors closed circuit televisions, cameras and alarm activity to maintain proper security access and safety.
- Retrieves case numbers and log police reports on the Automated Case Report Numbering System (ALERT II).
- Maintains dispatch logs.
- Performs related clerical work to maintain records.
- Conducts nationwide computer inquiries to verify data on warrants/wants for police personnel.
- Conducts criminal history record inquiries for pre-employment and criminal history checks for persons seeking access to secured airport areas.
- Coordinates with other departments, divisions and outside law enforcement organizations to provide service and exchange of information.

**Duties and Responsibilities
(continued)**

- Performs taxi and limousine lot functions.
- Monitors movement of taxi and limousines, monitors voucher system, logs trips in computer system.
- Provides customer service for all incoming calls on the Airport Information Line, including maintenance and emergency calls for tenants, employees, airport divisions and the public.
- Performs related duties as required.

Technical Skills

- Demonstrate knowledge the principles, practices, and methods of radio transmitting and receiving equipment; governmental rules, regulations, procedures, and records necessary in radio transmission for the KCI Airport System. Demonstrate knowledge of the geographical layout, facilities, systems and security access restrictions of the airport.
- Demonstrate some knowledge of surveillance cameras, VCRs and paging systems.
- React quickly and calmly in emergency situations; transmit messages clearly and accurately via radio and telephone.
- Must demonstrate ability to perform addition, subtraction, multiplication, and division of whole numbers and fractions, calculate percentages, and convert units of measure; perform calculations with weights and volumes and the use of weight scales.

Education and Experience

High school graduation and one (1) year of experience in the operation of dispatching equipment.

**Certificates/
Licenses/Special
Requirements**

- Must successfully pass criminal history background check.
- Must successfully pass a pre-employment drug screen and post-offer physical examination and psychological evaluation.
- Must be able to obtain security officer license through the private officers' commission.
- Must be able to obtain state certification to operate the ALERT II system.

**Supervisory
Responsibility**

None

**Supervision
Received**

Work is performed under general supervision.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

Created

9/06

Revised

1/08, 12/13